



## King County

### Community Services Division

#### Work Training Program

Department of Community and Human Services

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## WORK TRAINING: CELEBRATING EXCELLENT CUSTOMER SERVICE IN 2009

Successfully competed for over \$10 million in funding to continue effective customer service for the following programs to help people achieve self-sufficiency:

- ⇒ Stay-In-School
- ⇒ Out of School
- ⇒ Summer Youth Employment
- ⇒ Juvenile Offender Reentry
- ⇒ Dislocated Workers
- ⇒ WorkSource Renton

### YOUTH SERVICES

- **Summer Youth Employment:** Served 570 students ages 16 – 24 with 82 percent moving to positive outcomes in education or work in the fall.
- **YouthSource:** Served over 500 youth with a focus on youth offenders and an 80 percent performance success.
- **Learning Center North/Career Education Opportunities** in Partnership with Shoreline Community College:
  - ⇒ Reengaged 221 high school dropouts, of which 48 percent moved on to college.
  - ⇒ Summer Program served 49 students with 90 percent earning college credit and 80 percent returning to high school or enrolling in college.

### ADULT SERVICES

- **WorkSource Renton:** Served thousands of recession impacted customers and ranked No. 1 in customer satisfaction (95 percent) among the seven WorkSource sites in Seattle-King County. It is the most comprehensive one-stop employment center in the county with 12 partners, 68 staff, and county-funded intensive services for youth, veterans, offenders, and homeless families and individuals.
- **King County Jobs Initiative:** Served 106 clients of whom 44 percent were offenders. Of those 106 clients, 69 were placed in jobs with an average hourly wage of \$12.91 (60 of those completed Occupational Skills Training).
- **Dislocated Worker Program:** Served 385 clients who received skills training, 211 completed training, 143 were placed in jobs with an 84 percent placement rate at an average hourly wage of \$20.16.